

Average Waiting Time For Referrals To A State Hospital For Persons In Emergency Departments By Hospital and LME

SFY 2014

		Jul		Aug		Sep		Total # Patients	Total Avg Hrs Waiting
Hospital	Referring LME	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting		
Broughton Hospital	Alliance Behavioral Healthcare			2	0.00			2	0.00
	Cardinal Innovations Healthcare Solutions	6	197.62	13	53.49	9	211.73	28	138.09
	CenterPoint Human Services			1	n/a			1	n/a
	East Carolina Behavioral Health	1	120.67					1	120.67
	Eastpointe					1	0.00	1	0.00
	MeckLINK Behavioral Healthcare	66	84.35	68	49.43	46	63.17	180	65.90
	Partners Behavioral Health Management	31	68.90	21	248.11	18	108.15	70	141.58
	Smoky Mountain Center	31	137.13	24	64.27	20	76.49	75	92.44
	Western Highlands Network	18	192.70	19	96.28	21	111.87	58	132.28
Broughton Hospital Total		153	121.57	148	98.32	115	95.86	416	105.66
Central Regional Hospital	Alliance Behavioral Healthcare	79	86.35	94	133.42	92	95.24	265	106.14
	Cardinal Innovations Healthcare Solutions	35	121.97	41	118.18	29	117.89	105	119.11
	CenterPoint Human Services	10	52.35	9	195.26	13	181.01	32	148.98
	CoastalCare	1	3.00	2	0.00			3	1.50
	East Carolina Behavioral Health	1	0.00	1	n/a	1	0.00	3	0.00
	Eastpointe	4	67.22	1	96.75	2	32.71	7	60.64
	MeckLINK Behavioral Healthcare			1	0.00	1	n/a	2	0.00
	Partners Behavioral Health Management	1	0.00	1	458.08			2	229.04
	Sandhills Center	66	128.09	80	143.25	88	127.24	234	132.89
Central Regional Hospital Total		197	102.13	230	136.30	226	113.42	653	118.25
Cherry Hospital	Alliance Behavioral Healthcare	29	68.19	33	71.58	23	75.91	85	71.81
	Cardinal Innovations Healthcare Solutions	1	n/a					1	n/a
	CoastalCare	42	69.23	63	72.04	58	72.05	163	71.36
	East Carolina Behavioral Health	22	82.25	34	52.28	32	74.99	88	67.84
	Eastpointe	72	92.66	56	78.08	76	94.81	204	89.06
	Partners Behavioral Health Management	2	178.92			1	41.50	3	133.11
	Sandhills Center	4	81.29	3	74.04	4	138.28	11	105.01
Cherry Hospital Total		172	83.12	189	70.10	194	82.61	555	78.40
Grand Total		522	98.79	567	103.67	535	98.43	1,624	100.39

What the data DOES include:

- Every referral from an Emergency Department, regardless of whether the referral turned into an admission
- Average hours waiting; from the time the ED placed the call/fax to the state hospital to the time the state hospital called the ED to inform them a bed was available. The wait time is also stopped once the state hospital discovers the patient was sent elsewhere or taken off of the IVC (this is dependent upon the ED following through to inform the state that alternative arrangements were made).
- Referrals from every LME-MCO in North Carolina
- Referrals for every state hospital in North Carolina
- Referrals for all ages and service types

What the data DOES NOT include:

- Those patients that did not wait on delay at all, such as walk-ins, drop offs, voluntary patients, or those brought from jail on a judge's order or taken in immediately despite the delay (all subject to EMTALA)
- Length of time it took the ED to send all the necessary referral information in order to make a decision
- Number of inappropriate referrals and withdrawn referrals
- Which referrals came from a 3-Way Contract Bed
- Whether or not the referring ED tried to place the patient in a community-based hospital prior to referring to the state hospital

**Average Waiting Time For Referrals To A State Hospital For Persons In Emergency Departments By LME
SFY 2013**

	Jul		Aug		Sep		Total # Patients	Total Avg Hrs Waiting
	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting		
Referring LME-MCO								
Alliance Behavioral Healthcare	108	81.75	129	116.63	115	91.45	352	97.80
Cardinal Innovations Healthcare Solutions	42	136.52	54	106.86	38	131.30	134	122.34
CenterPoint Human Services	10	52.35	10	195.26	13	181.01	33	148.98
CoastalCare	43	67.22	65	70.65	58	72.05	166	70.32
East Carolina Behavioral Health	24	80.06	35	52.28	33	72.49	92	66.80
Eastpointe	76	91.45	57	78.45	79	91.10	212	87.55
MeckLINK Behavioral Healthcare	66	84.35	69	47.29	47	63.17	182	64.82
Partners Behavioral Health Management	34	77.29	22	262.11	19	103.03	75	144.83
Sandhills Center	70	125.39	83	140.86	92	127.92	245	131.46
Smoky Mountain Center	31	137.13	24	64.27	20	76.49	75	92.44
Western Highlands Network	18	192.70	19	96.28	21	111.87	58	132.28
Grand Total	522	98.79	567	103.67	535	98.43	1,624	100.39

**Average Waiting Time For Referrals To A State Hospital For Persons In Emergency Departments By Hospital
SFY 2013**

	Jul		Aug		Sep		Total # Patients	Total Avg Hrs Waiting
Hospital	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting		
Broughton Hospital	153	121.57	148	98.32	115	95.86	416	105.66
Central Regional Hospital	197	102.13	230	136.30	226	113.42	653	118.25
Cherry Hospital	172	83.12	189	70.10	194	82.61	555	78.40
Grand Total	522	98.79	567	103.67	535	98.43	1,624	100.39

What the data DOES include:

- Every referral from an Emergency Department, regardless of whether the referral turned into an admission
- Average hours waiting; from the time the ED placed the call/fax to the state hospital to the time the state hospital called the ED to inform them a bed was available. The wait time is also stopped once the state hospital discovers the patient was sent elsewhere or taken off of the IVC (this is dependent upon the ED following through to inform the state that alternative arrangements were made).
- Referrals from every LME-MCO in North Carolina
- Referrals for every state hospital in North Carolina
- Referrals for all ages and service types

What the data DOES NOT include:

- Those patients that did not wait on delay at all, such as walk-ins, drop offs, voluntary patients, or those brought from jail on a judge's order or taken in immediately despite the delay (all subject to EMTALA)
- Length of time it took the ED to send all the necessary referral information in order to make a decision
- Number of inappropriate referrals and withdrawn referrals
- Which referrals came from a 3-Way Contract Bed
- Whether or not the referring ED tried to place the patient in a community-based hospital prior to referring to the state hospital